

PERSONA NEWS



Staple Down Here To Make This Into

An Easy Read Style Booklet

We support people to live their best life

Message from Kat

We're at the time of year where we should be shouting about the joys of spring, and there's no doubting that we are seeing lighter nights and some of the signs that the seasons are changing - but sadly we are yet to feel like spring has sprung!! The weather has certainly not been our friend and it's felt like a really long winter with all the rain we've seen.



It's made me reflect on the extent to which the weather can impact on our wellbeing. I'm someone who will be outside come rain or shine and live the mantra that there's no such thing as bad weather - just the wrong clothing - but even I have found it too tough to be inspired. When it's cold and wet our instincts are to wrap up warm, stay indoors and by default, we move about less. It's almost like we have some inner hibernation instincts!



If you're anything like me, you're probably also more likely to be attracted to comfort foods like a brew and a biscuit than to reach for that piece of fruit and a glass of water. All of this can create a vicious circle around our physical and mental wellbeing. Although the ability to change the weather is well outside of our control, there are many things we can do to try to disrupt this pattern of behaviour, and the starting point is recognising we might be feeling that way.

If we can take notice of how we feel and why, then we can start to find simple ways to create a shift. I noticed recently that I was finding it harder to get up in the morning. I'd be lying listening to the wind and rain and knowing I needed to walk the dogs and I simply wasn't feeling it. When I noticed it was the dog walking that was making me feel that way I decided to make a simple shift and to change my dog walk route to be on less muddy paths. I couldn't change the fact I might be walking in the wind and rain - but I could choose a route which meant I wasn't wading through mud!! It sounds really simple but it made a positive difference for me by simply shifting a habit slightly. Hopefully we'll soon be seeing the better weather and feeling more inspired as a result but if ever you find yourself feeling less than your best then be curious about why you feel that way and what simple changes you could make that might just change the tune for you.

Kat

This month's highlights

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If you're reading this online, you can click for more information where you see this logo.

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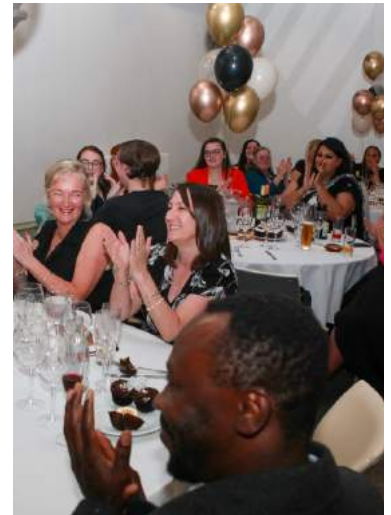
Give to Others

SAVE THE DATE!

Our annual PersonAwards will be taking place on Thursday 3rd October to celebrate the amazing achievements of our staff. We're excited to recognise all your hard work and dedication.

We'll be opening nominations soon, so be sure to keep an eye out for your opportunity to nominate someone who helps make a difference through **respect**, **enthusiasm**, **adaptability**, **caring** and **honesty**.

Keep an eye out for more information coming soon.



REFER A FRIEND

Refer someone to Persona who you'd think will be a match and if they are hired and pass probation, both of you will receive a **£250 voucher** of your choice.

It could be a voucher for driving lessons, a holiday deposit, or your favourite store!

Simply have them mention your name on their application form.

Details available on the intranet Refer a Friend page.:

 <https://tinyurl.com/ReferAFriendP>

EXTRA SET OF WHEELS

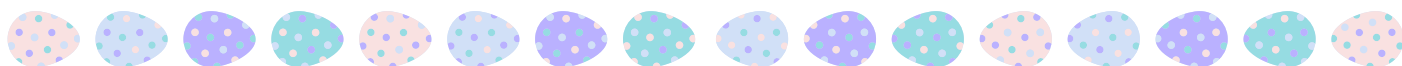
We have bought a new wheelchair assisted vehicle for our Extra Care night cover.

This will have a positive impact for not only our Extra Care team, but all of our services across Persona as it can be booked during the day for use by anyone.

More details will be shared on how to do this in the coming weeks.



Thank you to all who entered the Persona Bake Off and thank you to The Elms for hosting it!



Our Bake Off this year was a little different... rather than hosting it at The Green Community Café, as we usually do, The Elms Community Centre hosted it and did a wonderful job! We had a fabulous time and enjoyed judging some incredible Easter/spring themed entries.



Everyone had a role to play, as all were involved in tasting and judging the cakes. With score paddles ranging from 1 (lowest) to 5 (highest), the results were close, but in the end our winner and runners-up were revealed...

And the winner is... Ageing in Place



Hannah Crompton, community connector for Ageing in Place, Siggy, a resident of Moorside and Megan, casual supervisor at The Green Community Café, baked a lemon sponge cake with a lemon curd filling, topped with mini delights. Nicely decorated with some edible flowers, mini eggs, dark chocolate bunnies, Easter eggs and some mini bunny figurines.

**Well done! You are the lucky winners of a Star Baker spoon
and £25 towards your service's amenities fund.**

And the runners-up are...



The Elms Community Centre



The Elms' entry was a fruitcake covered in marzipan and beautifully decorated as a chick surrounded by mini eggs and miniature chicks.

Elton Community Centre



Elton's cake was a white bunny with a colourful bow tie, hiding a vanilla sponge with buttercream.



A massive congratulations to everyone who entered the Bake Off as all the entries were impressive.

Shared Lives had three incredible entries.



Some delicious biscuits with different toppings baked by Sarisa, who is supported by Bury Shared Lives.

A beautiful carrot cake baked by Janice Mills, shared lives support worker.



Some wonderful cupcakes with sprinkle toppings baked by Macc, who is also supported by Bury Shared Lives.



Grundy Hub's cake was inspired by their recent 50th birthday! A 1970's themed vanilla sponge with disco balls, groovy dancers and peace signs.

To read more about Grundy Hub's birthday, turn to page 16.

Finally, Elmhurst's spectacular egg cake. Edged with mini eggs and marshmallow bunnies, the look was completed with creme eggs and an incredible, floral light display.



To see all our entrants & their entries, follow this link:

 <http://tinyurl.com/BakeOffNews>

PERSONA THEMED QUARTER



Communication



The focus of the quarter was to promote positive language and was lead by Mark Gilroy, operations manager for Supported Living, Julie Hawkins, deputy manager for Short Stay, and Nicola Depledge, deputy manager for Supported Living.

What is communication and why is it so important?

Definition: Communication is the sending and receiving of information and can be one to one or between groups of people and can be face-to-face or through communication devices. Communication requires a sender, the person who initiates communication, to transfer their thoughts or encode a message.



Our communication lead champions created an exercise to highlight terms we should avoid and to provide alternatives. This can be used in team meetings and 1-2-1 discussions to create a conversation about the power of words.

To download the exercise, go to the Communication Themed Quarter page here:

 <http://tinyurl.com/TQComms>

In 2024, try to use team meetings and supervisions to discuss:

thinking about people we support

- how can we **empower people** to be able to **fully communicate** with others?
- what can we do to **enhance people's communication opportunities**?

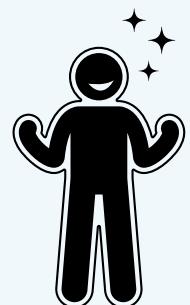


thinking about Persona

Being part of a large organisation means staff may feel that they are not always kept fully informed of ongoing changes or feel that they are the last to know.

Although we use many different forms of communication, there are always ways to improve communication and we are open to trying new ideas to **improve how information is communicated out to the wider team**, between teams and within teams.

Do you have any ideas that could improve how we communicate? If you do, please email them to info@personasupport.org



Click here to read more about our Themed Quarters:

 <https://tinyurl.com/ThemedQuart>

So, the **BIG Care Control** news is that implementation has started in Supported Living!

This is the final service to have Care Control introduced, with all other services now up and running.

We are currently only active in a few properties and although this is growing, it will take time due to the large scale of the service. Rose is working with the senior staff to ensure the rollout is effective and there is a smooth transition from paper to digital.

There are a number of people we support across different services, such as those in Supported Living attending LDDs bases, and people who use LDDs accessing respite at Woodbury. The booking system enables us to have one profile for each person which can be shared across the services, allowing for greater communication and details to ensure they are supported in the best possible way.



In January, Clair and Rose were invited to run sessions during the new starters' induction week.

Session 1 involved:

- an introduction to Care Control
- basics of how the system works
- explanation of why we use the system



Session 2 involved:

- staff accessing the demo site for a hands-on experience
- staff learning how to:
 - respond to tasks
 - find key information
 - record care



As Clair and Rose are not frontline staff using the system to record notes each day, we understand that you may feel there are ways that Care Control, or how we use it, can be amended to help improve your work.

If you have any suggestions, then please do let your line managers know so this can be passed on.

Any questions? Join us at the Care Control Huddles:

 <https://tinyurl.com/CCHuddle>



A New Way to Get Support

Your Care from Vivup has replaced PAM Assist as your wellbeing support.

What is Your Care from Vivup?

Get telephone support from qualified counsellors whenever you need it.

It's free, confidential and *nothing* is shared with Persona. You refer yourself; you don't have to tell your manager or HR. Make a one off phone call or book a series of 6 sessions with a specialist counsellor - call as many times as you need to.

Self-help online - access PDF workbooks (or choose Easy Read or audio), articles, podcasts, recipe finder, do regular assessments & set goals.

Who's it for?

Persona staff, Shared Lives carers, managers and wellbeing champions



How do I use it?

To get **telephone support**, just ring **0800 023 9324** any time, day or night.

To use the **website**, you need to register on Vivup first. For guides to help you do this click here

 <https://tinyurl.com/YourCareVivup>

When should I use it?

- whenever you find yourself worrying about someone's welfare
- whenever a problem surfaces or a crisis strikes
- whenever you encounter a situation that makes you really stop and wonder: 'How should I handle this?'

Here are a few examples of things you might need to talk about:

work life - changes, supporting with end of life, stress, any absence

home life - bereavement, grief, relationships, debt & benefit advice

get well & stay well - see where you can make changes & get support to do it

specific changes or questions - men's health, menopause



Questions?

"I'm not sure counselling is for me. If I did have it, I'd rather see someone face to face."

Call us to chat about it - telephone counselling can be a good introduction but if it's not for you, we'll help you access face to face services instead.



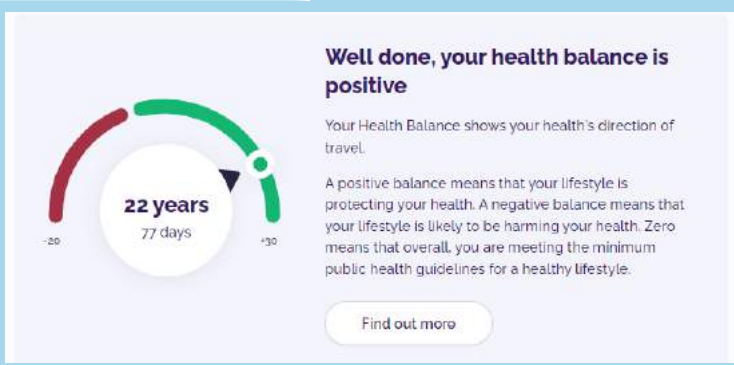
To browse all the hub pages we've mentioned in this update, visit the intranet Wellbeing Update & scroll down (updated monthly).

with Your Care from Vivup

The Your Care website app has five, easy to use sections:

Your **dashboard** shows

- your 'quealth' health balance score
- personalised health risk factors
- a link to the services you can access
- health assessments
- goals



Under **assessments** you can take up to 12 quizzes which will all add to the accuracy of your quealth score. You can also update them at any time. They are:

- | | | | |
|----------|----------------|-----------|------------------|
| Quealth | Dementia | Energy | Mental Wellbeing |
| Cancer | Lung | Financial | Alcohol |
| Diabetes | Cardiovascular | Anxiety | Depression |

You can choose one or more of these **goals** based on your assessment scores and keep track of how you're doing. You can sync your goals with some fitness trackers like Fitbit and Garmin too.

- Be more active
- Eat more healthily
- Set a target weight
- Sleep better
- Drink less alcohol



In **resources** you'll find articles you can search by area or keyword and you can also search for recipes.

You can filter recipes to suit you, by allergen, difficulty, prep time and diet (eg vegan, veggie, low fat/salt, etc).

Essentials lists all the services you can access in one place:

- call 0800 023 9324 for immediate support or to arrange counselling
- access self-help workbooks in PDF, Easy Read or audio
- learn with podcasts and blogs
- get financial and debt advice with Ask Bill & Angel Advance
- get domestic abuse support
- access your Vivup staff benefits



For support now: Ring 0800 023 9324

It's great to see so many staff being recognised for living our values.

Here's a selection of this quarter's High Fives - congratulations to everyone!



Susan Pollard

Respectful

Always **respectful** of others even when things get tough. Fun to work with, as even in a busy job that can have its stresses, we still need to be able to smile and have fun.

Anna Craig

Enthusiastic

Endlessly positive! Even when dealing with a challenging situation Anna has remained positive. Listening to others and taking on board feedback and looking at how we can do things to meet people's needs. Not phased by anything. Realistic about the work involved but always positive in her approach to this and how she role models that to others.

Debbie Timmins

Adaptable

I wanted to say a huge thank you and well done to Debbie for covering my maternity leave. It was very nerve wracking for me leaving the teams and handing everything over to someone else. This was eased by the knowledge that it was being handed over to very capable hands. I know it's been a big task with some new hurdles and challenges along the way, but you have done an amazing job and I am very grateful to have been able to return to work with such a smooth handover period.

Julie Hawkins

Caring

Julie is the most **caring** manager I have come across. She always makes sure the staff's wellbeing is okay and if we need to talk she is always understanding. We would be so lost without Julie. Julie is so welcoming and calm and always makes us staff and our guests feel at ease. I really couldn't ask for anyone better. These past few weeks haven't been the easiest but Julie has done the most to make it work and always will. We have all really pulled together as a team more than ever over the last couple of weeks and Julie has made that happen. No matter how stressful things can be she always has a smile and has time to listen to you and I think she deserves some recognition for that.

Jeanette Ferreira

Honest

Jeanette meets all the Values of Persona. Jeanette works extremely hard and has formed a professional, **honest** and trusting relationship with the person we support. Jeanette strives hard to maintain boundaries that are needed to make sure the person we support remains safe and well and living her best life. Jeanette has organised to support her to go on her dream holiday to Gibraltar. Jeanette is a wonderful colleague to work with and a very valued member of the team. I cannot praise her high enough. Massive thank you from me to you, Jeanette.

Recognise a staff member, volunteer or team with our Asana form:



<https://tinyurl.com/SendHigh5>

Living the Values - Above and Beyond

This quarter's winners of a £50 gift voucher of their choice were...



Laura Faulkner
Respectful



Neil Stonier
Respectful



Kim Burke
Enthusiastic



The Elms Drama Group
Enthusiastic



Louisa Marshall
Enthusiastic



Jessica Pardoe*
Enthusiastic



Michelle McMahon
Adaptable



Maintenance Team
Adaptable



Ellie Beamer
Adaptable



Emma McBride
Caring



Lauren Howarth
Caring



Jeanette Ferreira
Honest

*Jessica chose to donate her £50 to the charity **BACKUP** who help prevent homelessness in the North West. Thank you Jess!
To find out more about the charity, click here: <https://tinyurl.com/529zxm>

Well done & congratulations to you all!

The place had a really nice atmosphere and everyone was very welcoming.

Joanne and Dawn were really knowledgeable about the people they support and really made the time to go through the information with us.

The documentation that I was given was excellent and was really person-centred.

We got the impression that Bolton Road is a really great day service that is really well run and the staff were really **enthusiastic** and committed.

- Kevin, social worker, after completing an assessment at Bolton Road Day Service

Bolton Road
Community Centre



I'm putting this text together to express how much I value my support worker Mike. Mike provides for me a level of care which is above comparison to any carer I have met. Mike is a **caring** individual who will go above and beyond the care I need. Also his **honesty** is never doubted. A great guy doing a great job.

Thank you Diane for selecting Mike as my carer.

This place is truly wonderful. I take my mum on a Thursday and the staff are amazing. She loves attending and for me this is a lifesaver!

Thank you all for your patience, kindness & understanding.
You are amazing.
Love Janet & Brian

Grundy
Hub

To all the staff at Grundy, thank you so much for all the care you have given John. It's very much appreciated, he has loved coming here and you have all made him so happy.

Best wishes, Alex, Heather & Laura X



Persona Care and Support in partnership with HMR Circle Bury are looking for volunteer drivers

BECOME A VOLUNTEER DRIVER TODAY

DO YOU LIKE DRIVING?

DO YOU HAVE SOME SPARE TIME?

DO YOU LIKE HELPING OTHERS?

Volunteer Requirements:

- ✓ Want to help others
- ✓ Patient, reliable & flexible
- ✓ No age limit
- ✓ Access to your own car

Scan the QR Code for more information



CALL MARY ON 0800 032 0868






For More Information
<https://tinyurl.com/VolunteerDriveP>
or email mary@hmrcircle.org.uk



Luxurious, assisted bathing at Grundy Hub's The Sanctuary or The Retreat



-  improve emotional wellbeing
-  reduce stress & aid relaxation
-  help you to sleep better



Find out more here

<https://tinyurl.com/GrundyHubP>





Love Your Pet Day



This Love Your Pet Day, we asked Gill, who is supported by our Supported Living service, and Anna, registered manager at Grundy Hub, to tell us a little bit about their 4-legged friends...

Tigger has been coming to Grundy Hub for over 18 months. He enjoys coming in around 10am, leaving briefly during the day, then returning at 3pm for a nap in the lounge. On rainy days he stays indoors, people-watching and napping by the radiator.



Anna, day services and extra care manager, also known as Tigger's favourite person at the Hub, says everybody loves him being there. They've bought him toys to play with, but all he wants to do is have a cuddle.

'I've never had a cat like him, he's so loving'.

Everybody knows him and if he doesn't show up for a day, it causes a lot of upset and worry. When people arrive at Grundy Hub, they ask where he is and people we support from Pinfold Suite even come down to see him as he has a very calming effect on those who feel anxious.

He has even helped people reminisce, encouraging people to share stories about pets they once owned.

We hear he's an attention seeker and comes running if he hears his name being called. For the first few months visiting the hub, his name was Mr Grundy as he didn't have a name tag until later.



Thank you, Tigger for putting a smile on everyone's faces at Grundy Hub!

Gill, who uses our Supported Living service, went for a walk in Nuttall Park during the lockdown when she met Julie and her dog Lola. Gill says Lola ran over to her and she immediately fell in love.

Ever since, Gill keeps an eye out for Julie and Lola when she walks in the park or occasionally texts Julie to arrange to meet up. Gill said she's disappointed when she goes for a walk in the park and doesn't see Lola.



She shared some memories with us about Lola:

-  one time she was in the passenger seat of Julie's car and Lola climbed from the back to sit on Gill's lap!
-  when anyone hugs in front of Lola, she seems to get jealous and starts barking.

Back In Time

It was a throw-back to the era of disco as Grundy Hub held a 1970's themed party to celebrate its 50th anniversary.

The party saw staff, volunteers and people who are currently supported at Grundy Hub, along with people who have previously worked at or accessed support from the service, come to join the festivities, which included a live singer.

The celebrations were also attended by The Worshipful the Mayor of the Metropolitan Borough of Bury, Councillor Sandra Walmsley, who sent a huge congratulations to the staff team who make everyone's days so special. She said "It's fantastic to have Grundy Hub here 50 years on, providing important support to the health and wellbeing of the people of Bury."


Pat Coote, who comes to Grundy Hub four times a week, said "I would never miss coming." She added "The staff are absolutely unbelievable, nothing is ever too much trouble, they care and understand how you feel, about your privacy, and the food is wonderful – thank you to all the staff!"



Anna Craig, who has worked at Grundy Hub for 16 years as the registered manager said "I am so proud to be the manager of this service, our team encourages and supports the people we support to live their best lives each day. We have had a wonderful time celebrating and we look forward to supporting people for many more years to come."

Managing Director, Kat Sowden said "Grundy Hub provides a lifeline to so many people. There are some amazing things to do in Bury but sadly when someone has care needs they may not be able to access those opportunities. The Get Social service at Grundy Hub is there to support people to stay active and socially connected. It often gives people their purpose back and something to look forward to in their week, and for carers it's invaluable in providing much needed respite."

To read more about Grundy Hub's birthday, click here:

 <https://tinyurl.com/yc8j4p9d>

The Green Café Opening

The Green Community Café officially opened on 22nd January and The Worshipful the Mayor of the Metropolitan Borough of Bury, Councillor Sandra Walmsley cut the ribbon.

The café is funded by the Ageing in Place project and is run by a wonderful group of volunteers, along with the Café Supervisor, Jileasa.



Steven Greason, community engagement manager for Ageing in Place, said: “we identified the area as a community hub and café where we can engage residents, get their thoughts on the area and also on how to make improvements.”

Mayor Councillor Sandra Walmsley said: “It’s a safe place, a warm place, it’s a place where you can come and have a brew or a nice meal but it’s where you’ll meet people and friends.”

Elmhurst’s Kitchenette

Elmhurst were one of the most popular projects to succeed in our Ideas Hub. This means they have received funding to complete a project on something they believe will improve the lives of people we support and benefit staff.

The idea was to develop a purpose-built kitchenette to prepare people we support for their return home by giving them the opportunity to build skills they may have lost after their illness and/or stay in the hospital.

Ruth Holder, registered manager, says: “people we support on our intermediate care (IMC) unit have been using the kitchen area as part of their therapy goals to build confidence which has impacted on their independence and choice, enabling them the opportunity to return home safely.”

To read more about our IMC unit, click here:

 <http://tinyurl.com/ElmhurstIMC>



A Helping Hand

Staff at Elmhurst rallied to gather donations for Trinity Food Bank based in Radcliffe.

The outpouring of donations that included tins, pasta, rice, and so much more, will undoubtedly make a difference to those in need of some support.



Well done Elmhurst!

Kudos for Sensio RoomMate Trial at Elmhurst

Elmhurst have been getting great feedback during their three month trial of Sensio RoomMate. It uses sensors in people's rooms to alert staff if they're needed so there's no need to wear a call button and it means staff can check on people without disturbing them, even at night. It's customisable to each person's needs, people can opt out of using it and the information staff can see is anonymised as a heat map; no images or videos are stored.

Before the trial started, people who were using Elmhurst gave us their feedback on the system and their opinions and questions shaped the brochure we've designed to explain how Sensio works.

Staff have been **Adaptable** and getting to grips with the new system. It has all gone so smoothly that Ruth and Sarah, our manager and deputy manager, got a High Five from the owner of Sensio. At the end of the trial we'll be making a decision about whether or not we keep Sensio at Elmhurst.



"We are impressed by the flying start you've had. Alerts are being handled very diligently by the staff. This usually takes some time to achieve, but you have done it from the very beginning. This lays the groundwork for a great success, and shows us that this has been very well managed by you. Kudos!"
Sven Seljom, Sensio RoomMate

Remembering Jenni

Staff and people we support within our Supported Living service made a team donation for Bury Hospice in memory of Jenni Woods, who was a lead support worker for us. The team contributed an amazing £300.



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LDDS Bake Off

Our Learning Disability Day Service hosted their very own Bake Off at The Elms Community Centre a day before our Persona Bake Off.

There were so many beautiful cakes from bunnies, to floral crosses, Easter hampers and more!



But there could only be one winner and one runner-up, and they were...



Elton Community Centre



The Elms Community Centre



David's Friendship Circle


David, who uses Shared Lives, has been going to Prestwich Friendship Circle since 2012 and says 'it's great! Everyone is so welcoming and it feels like a big family.'

The circle is a Jewish centre that organises group activities and trips out, whether it's things like theatre shows, eating out or going to the zoo, or the annual trip to Wales or the Lake District.

'I love socialising and making friends. I have made many close friends at the circle and we go out for dinner sometimes.'

My favourite thing is the Shabbat meals the circle hosts over winter. When the sun goes down on Friday night, we light candles and bless them, then bless the bread and wine. We have soup, chicken and then cake for dessert.

If someone was thinking of joining the Friendship Circle, I'd say it's great! You can just turn up on the day for anything you want to try. It's a good place for Jewish people to come and feel more involved with their community and their religion.'

To find out more about the Friendship Circle, click here  <https://tinyurl.com/4tpfcyjk>



Bury Shared Lives Go Solar

Solar panels aren't just for houses!

After Carmen, our Green Ambassador, talked to their committee about our Green Plan, Bury Shared Lives were inspired to visit a local solar farm to learn more about renewable energy.

'We were shown how solar panels work and had a tour of the farm to see them in operation. We learnt that panels use sunlight to produce enough

electricity to power 800 houses and that the panels should last for 50 years.

We couldn't believe how many solar panels there were on the farm! We liked our trip and found it very interesting.'



REACH Retreat



Open for bookings!

- sleeps 7
- wheelchair accessible
- pets allowed by request

Secure your booking with a £50 deposit now!

For more information or to book your stay, click here:

<http://tinyurl.com/REACHRetreatP>

For help booking your stay, call 0161 253 6000

Persona Strategy



We are underway with developing our strategy for 2024 and beyond.

We've been working with managers, our staff director, and our ambassadors to understand what our strengths and areas for improvement might be as an organisation.

We've also been revisiting the Council's Let's Do It strategy to ensure we align with that and can play an active contribution in achieving the aims set out for Bury.

We recently spoke with our Your Voice service committees to hear from people we support on any feedback they have for us.

Kat Sowden, our managing director, has been meeting with services to hear everyone's views to help shape the strategy we take forward.

Many of the things our current strategy has focussed on such as digital, environmental impact and workforce, will still be key parts of the future plan, alongside some exciting new opportunities that are emerging. More information coming soon.

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Well done Macc, for helping police in an accident





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UPCOMING EVENTS

Don't forget - The Green Community Café is now open!

16th April



Manage Your Money

17th April



Bingo at The Green

18th April



Ageing in Place Chat & Craft

18th April



Ageing in Place Wheels4All

22nd April



Shared Lives Drop In at The Green

24th April



Learn about Voting

7th May




How Art Can Help Your Wellbeing

7th May



Ageing in Place Coffee Morning

Keep an eye out for more events being added and if you want more information about any of the above events,  click here: <https://tinyurl.com/EventsCaIP>

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These are the #FiveWaysToWellbeing, approved by the NHS, that remind us how to keep well. You'll see them throughout each newsletter, to celebrate how people are living their best life.

If you'd like to share a story, photos, or an idea, please email us at info@personasupport.org

We support people to #LiveTheirBestLife

Follow us on social media:



@PersonaBury



Persona Care and Support



@personabury



@personacareandsupport



Persona Care and Support

Visit our website www.personasupport.org